

**POSITION DESCRIPTION** – **TEAM MEMBER**

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| Position Title | Volunteer Coordinator | Department | Public Engagement, Reputation and Funding - Retail |
| Location | State Based | Direct/Indirect Reports | Volunteers |
| Reports to | GM Store Operations  SouthWest | Date Revised | 07/01/2015 |

* **Position Level Descriptor**

An individual at the Team Member level is accountable for their own performance and contributes to team performance. People at the Team Member level do not have any people reporting to them on a day to day basis.

* **Position Summary**

Reporting to the GM Store Operations SouthWest, the Volunteer Coordinator is responsible for creating and embedding a culture of best practice volunteering within all retail functions within the designated state. The role is a key member of the state based Retail teams and is responsible for planning, recruiting and maintaining the appropriate levels of volunteers for the Retail Function in that state.

* **Position Responsibilities   
  *Key Responsibilities***
* Work closely with the HR function to ensure the Volunteer database (Mavis) is accurate, updated and maintained in a timely manner for all Retail volunteers
* Develop, deliver and evaluate tailored recruitment plans/campaigns to attract volunteers from within the local community relative to each specific retail location
* Provide support to the Area Managers to ensure volunteer vacancies are addressed and filled as a priority.
* Maintain and proactively manage to a minimum volunteer number for each store/retail location.
* Develop relationships with state based Voluntary Services Business Partners and HR staff.
* Provide ongoing support to store based teams to recruit volunteers.
* Collaborate with peer Volunteer Coordinators to ensure that best practise across the states and external to Red Cross is shared and implemented.
* Travel within the region to promote projects and recruit volunteers when required.
* In conjunction with the Area Managers support and ensure the Red Cross Shops Induction, Work Health and Safety training, and Child Protection Compliance is completed for all volunteers
* Assist Area Sales Managers to co-ordinate the implementation of any volunteer components of their learning & development plan.
* Ensure each volunteer receives their certificate at completion of their Red Cross Shops Induction training
* Actively manage and promote volunteer surveys carried out by the organisation
* Liaise with Area Managers on volunteer performance, concerns and complaints and support the agreed resolution.

Position description



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* Be familiar with all aspects of stores operations in order to understand the context of volunteer participation; answer or refer questions to others appropriately.
* Coordinate National Volunteer events throughout the year, ensuring each store celebrates as per strategy.
* Ensure key member of the broader Public Engagement, Reputation and Funding team and local Leadership teams are officially invited to these celebratory events
* Engage with PERF and State Leadership teams to promote the various volunteer success stories, activities and celebrations.
* Provide overall support and assistance to the Area Managers in all matters relating to Retail Volunteers
* Act as a subject matter expert in the state for matters relating to Retail Volunteers
* Build relationships with key stakeholders such as other Red Cross Volunteers Coordinators both within Retail and the State, Human Resources and other external bodies as identified.
* Foster a people culture by displaying strong people skills in collaboration, coaching, mentoring, recognising and developing volunteers.
* Provide monthly management report on volunteer activity, with statistics and relevant information regarding volunteers or submit and produce reports when required.

**Position Selection Criteria**

**Technical Competencies**

* Proven experience in volunteer management
* Effective communication and interpersonal skills across verbal, written and public presentations
* Strong project management, organisational and time management skills
* Developed analytical, problem solving and decision making abilities
* Proven ability to remain calm under pressure and a demonstrated level of maturity required to manage a complex and challenging business
* Demonstrated ability to work proactively and be self-motivated, both independently and in a team environment
* Proficiency in MS office and experience in managing databases

**Qualifications/Licenses**

* Experience in the charitable retail sector essential, including volunteer management
* Current Driver’s License

**Behavioural Capabilities**

* **MODEL | Value Diversity | Promotes respect for diversity and human dignity**

Appreciates the diversity of Red Cross’s people and clients | Considers the impact of words and behaviour when interacting with others | Is sensitive to others feelings | Listens to and acknowledges others thoughts and feelings

* **ACHIEVE | Change, Adapt and Innovate | Improves processes or programs through demonstrating flexibility and innovation**

Accepts new ideas and change initiatives | Works to support the implementation of change locally | Understands how change impacts open role and adjusts activity accordingly | Adjusts to change positively | adapts work style to suit change circumstances

* **COLLABORATE | Teamwork and Collaboration | Works with others to achieve shared goals**

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Collaborates with team members to achieve shared outcomes | Actively participates in team decision making | Contributes to team outcomes | Demonstrates an understanding of the links between personal goals, team goals and organisational goals | Consistently participates in team building activities | Demonstrates effective team behaviours such as respect, integrity, honesty, trust and support.

**General Conditions**

All Red Cross staff and volunteers are required to:

* Adhere to the 7 fundamental principles of Red Cross:

**Humanity | Impartiality | Neutrality | Independence | Voluntary Service | Unity | Universality**

* Act at all times in accordance with the Code of Conduct
* Comply with the Work Health and Safety management system
* Undertake a police check prior to commencement and every 3 years thereafter
* Support a child safe organisation by undertaking screening for suitability to work with children, youth and vulnerable people and to comply with relevant state/territory legislative requirements
* Assist the organisation on occasion, in times of national, state or local emergencies or major disasters

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